

Southeast Louisiana Veterans Health Care System

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DEPARTMENT OF VETERANS AFFAIRS

MyVA Regional Alignment





2016: 3 FOCUS AREAS

ACTIVATION

Our vision is to create a new VA medical center in New Orleans that will be among the highest-performing VA medical centers across all VA missions (health care, research and education). The goal is to see the first patient in the new VA medical center by the end of 2016.

New Hospital:

- 1.6 million square feet
- 200 hospital beds
- 2000 parking spaces
- About 85% construction complete

ACCESS

In the current medical center and the new hospital, access of Veterans to timely health care is a top priority. Critical activities to improve access, demonstrating an improvement in access results, and understanding the response of Veterans to improved access are essential priorities.

FY15:

- 41,788 active patients
- FY13-15 growth = 7.23%
- 534,457 total appointments (face-to-face, virtual and non-VA)

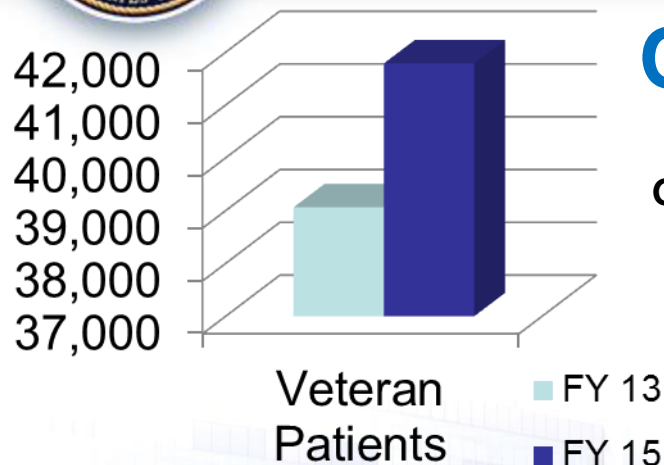
WORKFORCE

To deliver outstanding health care the New Orleans VA medical center system must retain its great employees and recruit and hire the most talented in the health care industry. We want to be the employer of choice and make the VA's workforce the best it can be so as to be the preferred health care choice for Veterans.

| <u>Positions</u> | <u>Current</u> | <u>Total</u> |
|------------------------|----------------|--------------|
| Physicians | 187 | 227 |
| Nurses | 257 | 541 |
| Other clinical | 442 | 443 |
| <u>Non-direct care</u> | <u>745</u> | <u>1589</u> |
| Total | 1631 | 2800 |

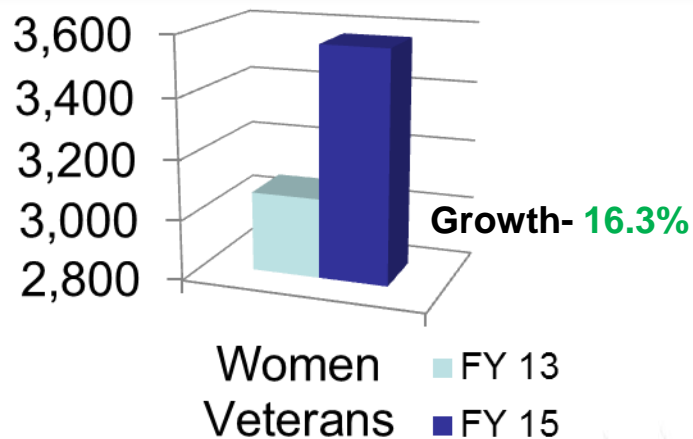


ACCESS: Three ways we deliver care



Our Patients

Growth - 7%



Growth- 16.3%

Our Care

534,457 total outpatient appointments in FY2015

Face to face (FY15)
460,591 Scheduled Appointments

Non-VA Care (17,801 Veterans)

FY13- \$55,002,139

FY15- \$90,167,658

Growth- 63.9%

TeleHealth (FY15)
6,789 Enrolled Veterans

| | Primary Care | Specialty Care | Mental Health | Total |
|---------------|--------------|----------------|---------------|---------|
| 2014 | 63,556 | 143,498 | 47,936 | 254,990 |
| 2015 | 70,507 | 160,539 | 52,589 | 283,635 |
| Growth | 10.35% | 11.8% | 9.1% | 11.23% |
| | | | | 28,645 |



Access: North shore drill down

| SLIDELL Community Based Outpatient Clinic | | | |
|--|--------|--------|--------|
| | 2014 | 2015 | Growth |
| Unique Veterans | 4,223 | 4,278 | 1.3% |
| Women Veterans | 451 | 480 | 6.43% |
| Encounters | 30,497 | 30,379 | -.39% |

| HAMMOND Community Based Outpatient Clinic | | | |
|--|--------|--------|--------|
| | 2014 | 2015 | Growth |
| Unique Veterans | 3,858 | 4,375 | 13.4% |
| Women Veterans | 267 | 309 | 15.73% |
| Encounters | 21,180 | 24,795 | 17.7% |

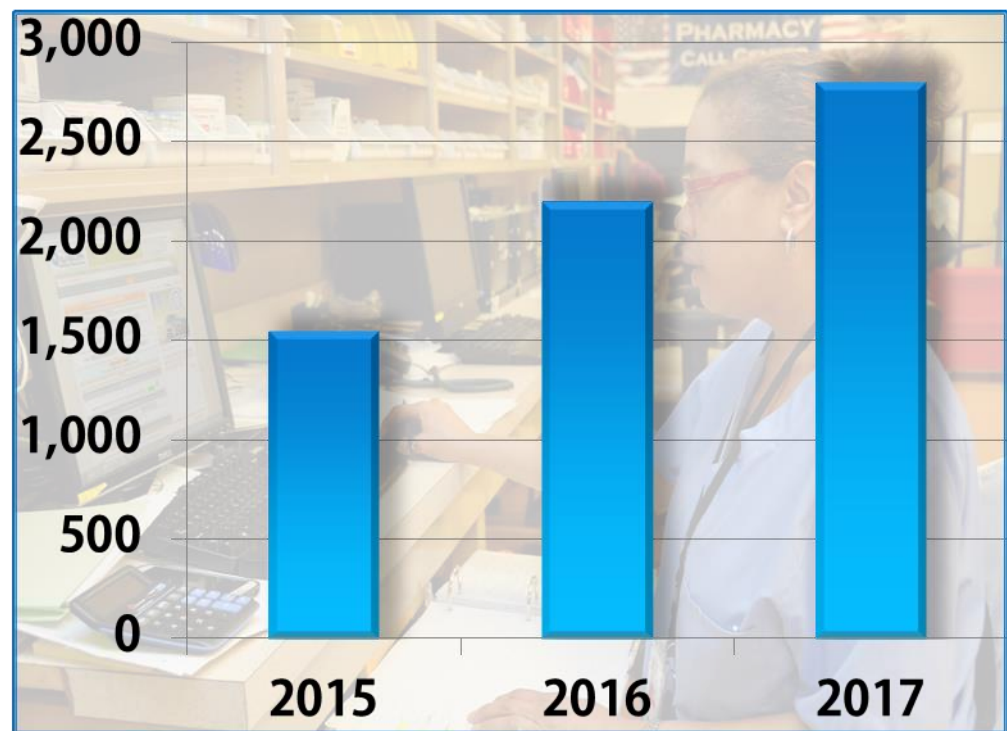
| Bogalusa Community Based Outpatient Clinic | | | |
|---|-------|-------|--------|
| | 2014 | 2015 | Growth |
| Unique Veterans | 1,198 | 1,222 | 2% |
| Women Veterans | 86 | 87 | 1% |
| Encounters | 5,585 | 5,273 | -5.56% |





Workforce Strengthening

| Positions | Current | Total |
|-----------------------------|---------|-------|
| Physicians | 187 | 227 |
| Nurses | 257 | 541 |
| Other direct care providers | 442 | 443 |
| Non-direct care staff | 745 | 1589 |
| Estimated total employees | 1631 | 2,800 |



Projected about 1000 additional FTEE
Coordinating with HTM, VA for Vets, and
community partners on recruitment



Four Cultures for Employee Engagement

Vision: To deliver health care that is second to none, every employee must meet cultural competencies that enhance our patients' experiences.

Patient-Centered Care

Customer Service

Inclusion

Performance excellence





Care in the Community

Choice and non-VA care

| FY15 | Veterans Receiving Non-VA Care | Amount Paid to Community Providers | Timeliness of Claims Processing Within 30 Days | Choice Referrals By VA |
|-------------|---|---|---|---------------------------------------|
| Total | 17,647 | \$ 133,798,939.44 | 85.35% | 10,266 |

**Veterans must contact our Third Party Administrator, TriWest,
and opt into the Choice Program.**

The contact number for TriWest is 1-866-606-8198.



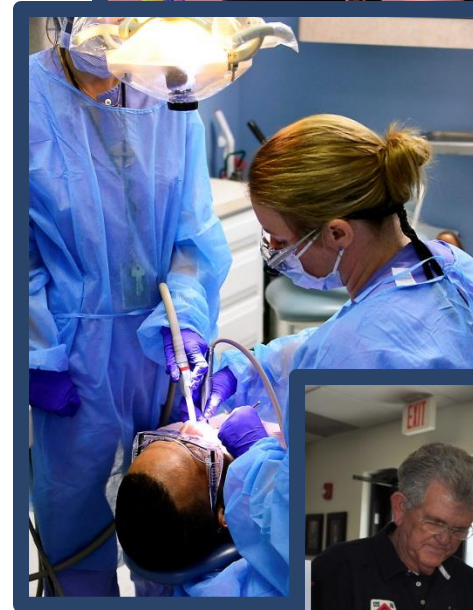
Choice Program updates (Effective Dec. 1, 2015)

| <u>Old Policy</u> | | <u>New Policy</u> |
|---|---|--|
| Veteran must have been enrolled in VA health care by 8/1/14 or able to enroll as a combat Veteran to be eligible for the Veterans Choice Program. | ➔ | Any Veteran enrolled in VA health care will meet basic eligibility for the program. |
| Unusual or Excessive Burden eligibility determined by geographical challenges, environmental factors, or a medical condition impacting the Veteran's ability to travel. | ➔ | The nature of the hospital care or medical services, how frequently the care is needed, and the need for an attendant are now also considerations for eligibility under the unusual or excessive burden eligibility criterion for Veterans who reside less than 40 miles from the closest VA medical facility. |
| Veterans must call Third Party Administrators (TPAs) themselves to follow-up on authorization updates. | ➔ | Contractors now have the ability to make outbound calls to Veterans directly once authorizations are received. <ul style="list-style-type: none">• Distance-eligible should call Choice Program Call Center (866-606-8198) to make an appt.• Wait List-eligible Veterans will receive a phone call from the contractor to set up an appt. |
| If a Veteran's current residence is more than 40 miles driving distance from the closest VA medical facility, they are eligible for the program. | ➔ | If a Veteran is more than 40 miles driving distance from the closest VA medical facility with a full-time primary care physician, they are eligible for the program. |



Reporting health care coverage on taxes

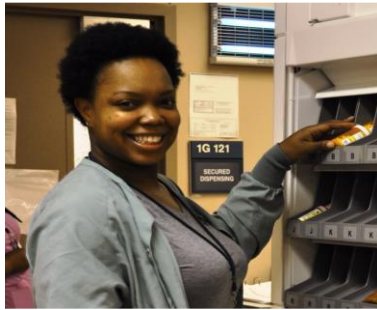
- Veterans enrolled in VA health care are covered under the standards of the law and can declare that they have met the minimum essential health coverage on their federal tax forms.
- VA has been mailing letters to all enrolled Veterans containing their 2015 VA health care coverage period, and all of the mailings should be complete by the end of January.
- The letters also contain information on how to declare their coverage using IRS Form 1095-B, "Health Coverage" when they file their annual income tax reports.
- **Questions? Visit www.va.gov/aca, or call (877) 222-VETS (8387).**





New Medical Center Overview

Southeast Louisiana Veterans Health Care System



- Tertiary Care Regional Referral Medical Center plus 7 CBOCs
 - 70K projected enrolled Veterans with an anticipated 550,000 annual visits
 - 120 medicine/surgery beds
 - 20 acute psychiatric beds
 - 60 transitional care beds - includes 40 physical rehabilitation beds and 20 hospice and palliative care beds.
- Research program - 140 projected protocols
- Designed to meet the full array of VA missions
 - Education, Research, National emergency preparedness and assistance



Principles of activation of new medical center

- **No interruption of current clinical services while transitioning to a new hospital in a way that is seamless to Veterans**
- **Employees will be familiar with standard operating procedures and physical layout of new environment**
- **Assure effective and reliable service for medical operations through interventions such as simulation prior to opening**
- **Compliance with all relevant VHA Directives (e.g. Facility Infrastructure Requirements to Perform Standard, Intermediate or Complex Surgical Procedures 2010-018, 2010) related to clinical programs**
- **To deliver health care that is second to none, every employee must meet patient-centered care, customer service, inclusion and performance excellence cultural competencies to enhance our patients' experiences.**





Principles of activation of new medical center

- Learn and implement best practices from VA and non-VA health care systems.
- Utilize phased-in approach of transitioning existing services and then expand to new services (e.g. partial initial opening of a ward or ICU), as appropriate.
- Program opening dependent on recruitment of appropriate number of qualified provider and support staff with required credentials and privileges who have completed necessary simulations for the campus and clinic.
- Staff physician run hospital with GME programs built around high-quality clinical programs.
- Preparation and readiness for TJC accreditation review triggered by opening of inpatient services.





Proposed timeline for early activation

Phase 1 (starting by end of 2016)

- Current non-procedural SLVHCS clinical services (e.g., outpatient clinics, diagnostic imaging, prosthetics, phlebotomy, pharmacy, sleep laboratory, C&P program).

Phase 2 (mid-2017)

- Ambulatory procedures unit and other procedures (e.g., endoscopy) not expected to require inpatient admission.
- Phased-in activation of inpatient mental health, then Emergency Department, acute care (medicine/surgery) and critical care *simultaneously*, followed by inpatient rehab, hospice, and palliative care. It is estimated to take approximately three months to activate limited beds across all types of units. Number of beds per unit will be phased as well, e.g. 12 ICU beds (6 medical and 6 surgical) and 24 acute care med/surg beds.
- Phased-in activation of inpatient admissions of Veterans limited to lower severity of illness scores for both acute care and critical care using conventional scoring tools whenever available.





Proposed timeline for early activation

Phase 3 (late 2017)

- Expansion in number and complexity of ambulatory procedures that may potentially require inpatient admission.
- Opening of hybrid operating rooms to allow intermediate and then high complexity surgery.
- Programs such as interventional radiology, cardiac electrophysiology and catheterization laboratories.





Hubs

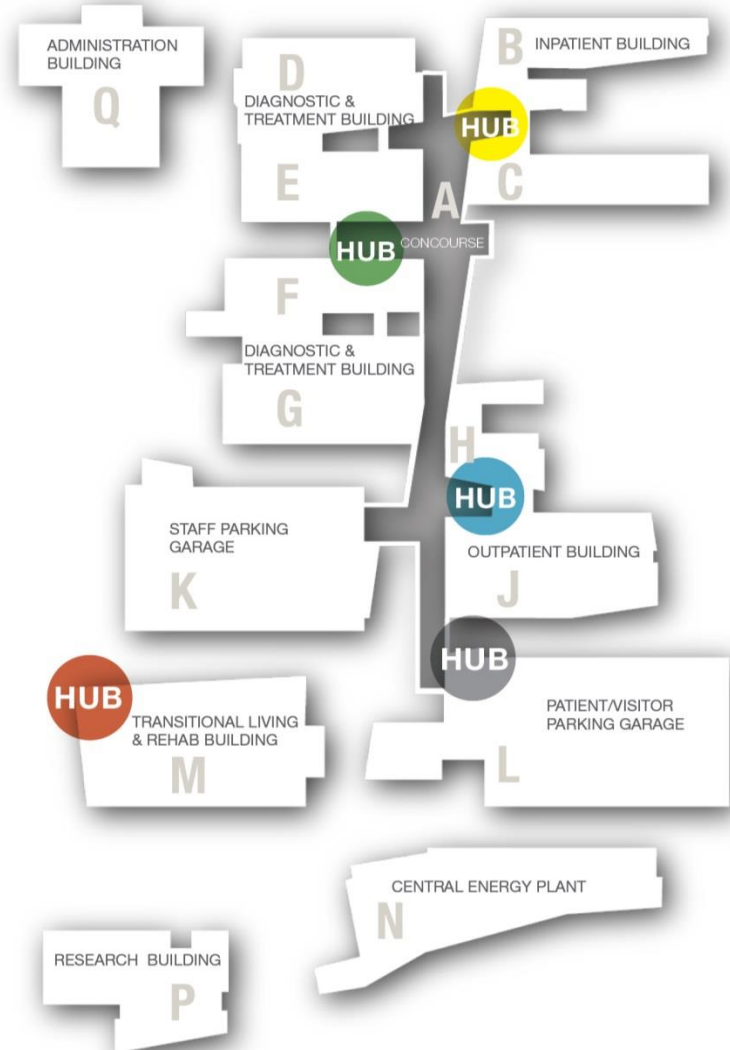
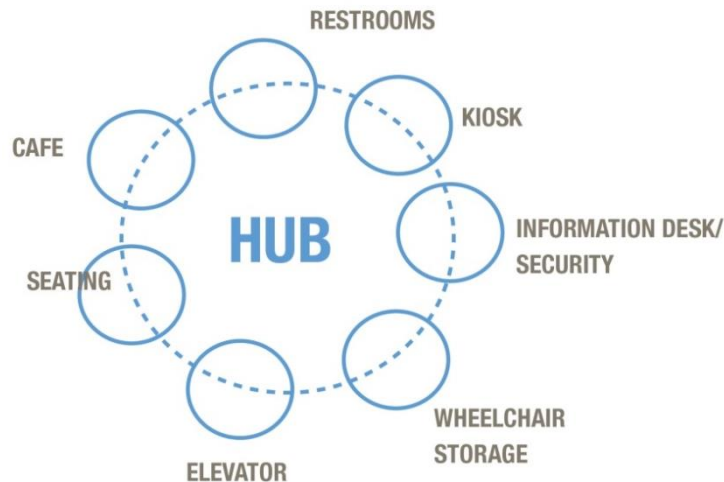
A wayfinding feature - the entire medical center campus is organized around the concourse.

Links the core buildings together and connects to outdoor walkways.

The first floor is the primary entry and circulation path throughout the hospital.

Hubs simplify and aid in navigating from one zone to another.

The key services provided at each hub:



Located in our administrative building at 2400 Canal Street in New Orleans, the Recruitment Center is open Monday through Friday, from 8:00 a.m. to 4:00 p.m., excluding federal holidays. 504-558-1418.



Human resources specialists are available to help prospective employees:

- view available job openings in SLVHCS
- create **USAJobs.gov** accounts
- apply for jobs
- view position descriptions
- get help with documents needed to accompany applications

REFERRED BY _____

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VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



Central Energy Plant and Warehouse

Research

Transitional Living and Rehabilitation

Employee Parking Garage

Administrative

Outpatient

Main Entrance

Patient Parking Garage

Inpatient

Diagnostic and Treatment

January 2016





**For concerns and questions
please contact at any time **24/7**:**

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